Avaya Communication Manager, Release 3.1
Known Issues and Workarounds for the S8500 Media Server

ID	Keywords	Symptom	Workaround
a31005d	Media Gateway, Media Module, Maintenance, H.248 IP	The documents Hardware Description and Reference for Avaya Communication Manager, 555-245-207 (p. 362) and Overview for the Avaya G250 and the Avaya G350 Media Gateways, 03-300435 (p. 29-30) contain a description of the MM716 Analog Media Module. That description states that the MM716 provides 24 analog ports supporting telephones, trunks, modem, and fax.	The description should read: "The MM716 provides 24 analog ports supporting telephones, modem and fax. These ports can also be configured as DID trunks with either wink-start or immediate-start." In addition, the MM716 analog media module supports type 1 caller ID only, and is compatible with Avaya Communication Manager Release 3.1 (not 2.0) and later releases. The link here provides a corrected description of the MM716 Media Module: MM716 Media Module
a31004d	Media Gateway, Circuit Packs, Maintenance, H.248 IP	The document Hardware Description and Reference for Avaya Communication Manager, 555-245-207, contains a note on p. 313 stating that the TN1654 DS1 converter circuit pack is not used in a G650 Media Gateway. This note is incorrect.	The G650 Media Gateway supports the TN1654 DS1 converter circuit pack.
a08710s	Administration, Maintenance, Media Gateway, CLI, H.248 IP	On a G350 media gateway, you cannot change the IP mask for an existing interface.	Remove the old IP and create a new one with the correct IP address and mask. Note: old Release Notes ID number = 0a8710s
a08652s	Administration, Maintenance, Media Gateway, H.248 IP	If you open a telnet session from a G350 media gateway to a G350 on which the telnet server is down, no operation failure indication is given.	Verify that the telnet server is running on the remote G350. Note: old Release Notes ID number = 0a8652s
a00004s	LSP, Upgrades, Security, File Transfer	If the primary server is running Release 1.3 or earlier of Communication Manager, and an LSP is running Release 1.3.1 or later, filesync to LSPs does not work properly, and other transmissions through the server firewall do not behave as expected.	Even if nothing appears to have changed after creating this disparity between the primary server and the LSP, always re-administer the firewall. To do this: 1. Go to the Set LAN Security Web page and click the Advanced Settings button. 2. Review the settings. Make sure all needed ports are open, including shell on port 514. 3. Click the Set Security button. On a configuration with two servers, do this on both servers. Note: old Release Notes ID number = 000a04s
061353s	Administration, Logins	If, on the login administration form, the field Days To Disable After Inactivity contains a value, and the field Change Password At First Login is set to Yes, then that login is disabled after its first use.	To prevent this from happening, set Change Password At First Login to No, or remove the value from Days To Disable After Inactivity. To use both fields, contact your technical support organization. Request and apply patch 11847 or any later patch that includes 11847. Related document: PSN000770.
061226s	Call Center, Agent, Announcements, Vectoring, Media Gateway, H.248 IP, Tones	An auto-answer agent on a media gateway cannot hear VOA (VDN of Origin Announcement) or zip tone when the VOA or zip tone originates on the same media gateway.	Contact your technical support organization and request that they look for the signature of this problem. If the signature is present, request and apply patch 11780 or any later patch that includes 11780. Related document: PSN000750.
061116s	Maintenance, Circuit Packs, IPSI, ESS, Port Networks	If a TN2312 (IPSI) interchange on ESS (Enterprise Survivable Server) fails - for example, during daily system maintenance - a port network on the ESS might not recover.	Contact your technical support organization and request that they look for the signature of this problem. If the signature is present, request and apply patch 11789 or any later patch that includes 11789 for Communication Manager 3.1 and 3.1.1. If you are running Release 3.0 or 3.0.1, it is recommended to upgrade to Release 3.1.1 or later before applying this patch, in order to obtain other ESS enhancements available in Release 3.1. If you apply patch 11789 to Release 3.0 or 3.0.1, it is a cold patch. Related document: PSN000746.

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061096s	Wireless, Displays, AAR & ARS, X-Mobility DECT, EC500, Routing, Trunks	A call on a wireless endpoint routed via AAR/ARS over a trunk group that uses a private number format does not display the caller's information correctly.	Contact your technical support organization. Request and apply patch 11744 or any later patch that includes 11744. Related document: PSN000756.
060991s	Trunks, Routing	Trunks for IGAR (Inter Gateway Alternate routing) public network IGCs (Inter Gateway Connections) might lock in the active state. They are not torn down after a call completes when used in a “always on” configuration.	Contact your technical support organization. Request and apply patch 11717 or any later patch that includes 11717. This patch implements an audit that tears down active calls found in the problem state. Related document: PSN000748.
060940s	SIP, Forwarding, Endpoints / Appliances / Telephones	If a Toshiba SIP Phone activates Send All Calls (SAC) for another extension, it cannot deactivate SAC for that extension after Communication Manager undergoes a reset system 4.	Deactivate SAC from another endpoint, such as the affected extension.
060915s	ATM, Media Gateway, Administration, Trunks	If you attempt to administer ATM trunks on a G600 CMC (Compact Modular Cabinet) media gateway, you receive the error Circuit Pack Resides In Cabinet Type That Does Not Support Fiber Links.	Contact your technical support organization. Request and apply patch 11619 or any later patch that includes 11619.
060889s	Administration, Logins, SAT	If two different acpsnmp logins are possible, which can occur in rare circumstances after upgrading Communication Manager, the command 'list logins' makes a SAT session unusable.	Avoid the command 'list logins'.
060886s	MWI (Message Waiting Indicator), SIP, Wireless, Messaging / Voice Mail	Release 3.1.1 of SES (SIP Enablement Services) running with Release 3.0.x, 3.1, or 3.1.1 of Communication Manager does not update the MWI for a wireless SIP endpoint correctly.	Roll back to your previous release of SES.
060729s	Emergency, Analog Stations, Endpoints / Appliances / Telephones	If you set the Emergency Extension Forwarding (Min) field on the system-parameters features form to zero, an analog endpoint which dials an emergency number receives all subsequent trunk calls as priority calls.	Remove and re-add the extension for the affected endpoint.
060679s	Music On Hold, Tones, Media Gateway, Conference, Talkpath	In a configuration where tones or Music on Hold are administered, if a DCP endpoint calls an IP endpoint with no Direct IP (shuffling) capability on a media gateway, and the IP endpoint conferences another endpoint on the same media gateway, the original caller and the conferenced endpoint have no talkpath.	Activate Direct IP for the IP endpoint.
060665s	Wireless, X-Mobility/DECT, Endpoints / Appliances / Telephones, Routing, AAR/ARS	If you administer multiple location routing using only specific locations (that is, with no all-locations routing), calls that attempt to use multiple location routing to go to a X-Mobile wireless endpoint do not succeed. Such a call generates denial event 1751: No AAR/ARS Route Pat/Pref.	Administer at least one instance of all-locations routing.
060657s	Administration, System Resets, Interchange, Translations, Upgrades	After a reset system 4, including an upgrade or migration, a server with very large translations (containing a large number of stations and a large quantity of data on the form) might restart repeatedly while attempting to load translations. This occurs if the translations take longer than 2 minutes to load.	Contact your technical support organization. Request and apply patch 11505 or any later patch that includes 11505. Related document: PSN000694.
060629s	Talkpath, Service Observing, Port Networks, H.323 IP	In an configuration with IP-connected port networks, a service observer on a different port network from the parties on the call being observed cannot hear the call when in Listen Only mode.	Turn off Listen Only mode.
060520s	Call Center, Agent, Hold, Blocked/Dropped Calls, H.323 IP	If an agent on an IP endpoint puts a call on hold and attempts to use the Consult feature of the IC Agent GUI to call another agent, but then cancels the Consult attempt for any reason, the call on hold drops.	Contact your technical support organization. Request and apply patch 11423 or any later patch that includes 11423. Related document: PSN000695.

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060485s	Attendant, Displays, Circuit Packs, Buttons	In a configuration using the TN457 circuit pack for voice synthesis, following a certain mis-operation – specifically, if you push the VIS (Visually Impaired attendant Service) button after the attendant answers a call – VIS stops working.	Contact your technical support organization. Request and apply patch 11406 or any later patch that includes 11406.
060482s	Media Gateway, Blocked/Dropped Calls, Talkpath, Tones, H.248 IP	In a configuration where not all media gateways can supply the same number of VoIP resources, if the number of VoIP resources in use reaches (number of media gateways) X (smallest number of VoIP resources in a single media gateway), every call attempting to use a VoIP resource from the media gateway with the smallest number of VoIP resources fails. The failure takes the form of either no dial tone provided to the endpoint attempting to originate a call, or no talkpath when the call is established.	Arrange to have the same number of VoIP resources available from each media gateway. Alternatively, put each media gateway into a separate network region, and use the ip-network-map form to assign specific blocks of IP endpoints each to a specific media gateway.
060467s	Routing, Vectoring, ISDN, Conference, Transfer, Trunks, Announcements, DCS/ETN	DCS with rerouting is not path-replacing the trunks when the call is transferred to a VDN (Vector Directory Number) and vector.	Contact your technical support organization. Request and apply patches 11621 and 11724 or any later patch that includes 11621 and 11724. Related document: PSN000751.
060458s	Maintenance, Alarms, Circuit Packs, Port Networks, IPSI	In a configuration containing duplicated IPSI-controlled port networks and also a port network that is not IPSI-controlled, if an ATM-EI circuit pack experiences a minor alarm during an IPSI interchange, the non-IPSI port network might not recover.	Busy and release the ATM-EI circuit pack experiencing the minor alarm. This is resolved in the service pack for Release 2.2.2 of Communication Manager.
060368s	CDR, System Resets	Under very rare conditions, CDR (Call Detail Recording) processing might cause a system reset.	Contact your technical support organization. Request and apply patch 11290 or any later patch that includes 11290. Related document: PSN000661.
060367s	Networking, System Resets, Media Gateway, LSP, Registration, H.248 IP	If a network outage causes an S8500 LSP to be separated from the primary server and the ESS, the S8500 LSP becomes active but then undergoes repeated system resets.	If possible, restore network connectivity between the LSP and the primary server and the ESS. Otherwise, perform a full system reboot on the affected LSP.
060315s	Vectoring, BRI, Media Gateway, H.248 IP	A digit collect step in a vector does not acknowledge dialed digits from a BRI station on a media gateway.	Contact your technical support organization. Request and apply patch 11355 or any later patch that includes 11355. Related document: PSN000693.
060290s	Conference, Wireless, Blocked/Dropped Calls	An attempt to include a sixth endpoint in a call originating from a wireless endpoint using the Conference On Answer feature does not succeed.	Limit Conference On Answer calls originated from a wireless endpoint to five participants.
060234s	Debugging, H.248 IP, Media Gateway, Quality of Service, Registration, Reliability	When a media gateway attempts to fall back automatically to the primary server, but fails to register due to network failure during the process, its condition remains pd (pending) after the attempt rather than changing to dn (down). You can see this condition via the command 'status media-gateway'.	Reset the media gateway.
060215s	SIP	If you have more than one SIP signaling group having the same near-end and far-end configuration, and one of those groups goes out of service can result in unusually high traffic on the network and high CPU usage on the media server and SES (SIP Enablement Services).	Wait for the increased traffic to subside.
060150s	Softphone, Video, Transfer, Blocked/Dropped Calls	If a Softphone calls another Softphone, then calls aPolycom VSX video conferencing endpoint, and transfers using the Existing Call option, the call drops.	Use a transfer method other than Existing Call.
060148s	CMS/MIS, Call Center, Agents, Logins	If agents log in or log off while CMS pump-up is in progress, CMS remains in the pump-up process indefinitely.	To recover the link, reduce the number of measured trunks.

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060133s	Media Gateway, Announcements, Blocked/Dropped Calls, H.248 IP, Music On Hold	If a call attempts to use an announcement or music sourced from a media gateway, but the media gateway cannot provide it (generating a Gateway_Cannot_Send_Announcement denial event, visible via the command 'list trace'), the call drops.	Contact your technical support organization. Request and apply patch 11248 or any later patch that includes 11248. This is resolved in the service pack for Release 2.2.2 and 3.1.1 of Communication Manager. Related document: PSN000691.
060112s	Bridging, Wireless, Video, EC500, Softphone, H.323 IP	If a video call to a IP telephone in shared control with Softphone is answered at an EC500 wireless endpoint, and then at either the Softphone or the physical telephone as well, loses video if the wireless endpoint hangs up.	Use the IPSP Bridge button on the Softphone to join the call, rather than "lifting the handset" or using the physical telphone.
060070s	Blocked/Dropped Calls, Coverage, Forwarding, Messaging / Voice Mail	If a call between media servers over a QSIG trunk with Incoming Calling Number Format set to 'locl-pub' or 'pub-unk' on the trunk form covers to voice mail, the call might drop about 8 seconds after connecting.	On the hunt group form, set Send CPN To AUDIX to No. This prevents calls from dropping for this reason, but note that it also means that external calls do not include the number of the calling party.
060028s	Tones, Bridging	If a Visiting EMU (Enterprise Mobility User) endpoint bridges onto a call whose original recipient is not a wireless endpoint, extraneous DTMF tones can be heard.	Disregard the tones.
055149s	SIP, Bridging, Coverage	If the field Bridged Calls on the off-pbx-telephone station-mapping form has a value other than None, then a call from one SIP endpoint to a second SIP endpoint which has a bridged appearance of the first, but is not registered with SES, immediately goes to coverage without ringing.	Set the field Bridged Calls to None. This is necessary because currently bridging for SIP-enabled endpoints is supported only for endpoints compliant with Advanced SIP Telephony (AST).
055147s	SIP, Displays, Security, Endpoints /Telephones / Applications, Vendor Equipment & Applications	When you make a call from a Cisco 7940/7960 telephone which has the local Caller ID Block feature enabled, the called endpoint still displays your number.	Use the Calling Number Block FNE in Communication Manager, rather than the local feature on the telephone.
055085s	Endpoints / Appliances / Telephones	If Security of IP Telephone Registration/H.323 Signalling Channel is enabled, endpoints might continue to ring even after the called party attempts to answer.	Disable Security of IP Telephone Registration/H.323 Signalling Channel.
054938s	Vendor Equipment & Applications, Blocked/Dropped Calls	If the Minimum Session Expires timer is set to a higher value in Cisco Call Manager than in Communication Manager, calls from Cisco Call Manager fail.	Ensure that the settings for the timer match.
054924s	H.323 IP, Registration, Endpoints / Appliances / Telephones	Simultaneously registering thousands of IP endpoints with Security of IP Telephone Registration/H.323 Signalling Channel enabled might take longer than expected.	Configure the endpoints with Security of IP Telephone Registration/H.323 Signalling Channel to distribute the first IP address where they attempt to register evenly across appropriate C-LANs. Alternatively, simply wait for the registration to finish.
054762s	Installation, Maintenance	When you install Communication Manager, the list of media servers to which you can install does not reflect the standard Avaya names of those servers.	Interpret the non-Avaya names according to the key below: IBMX305 = S8500 Media Server IBMX306 = S8500B Media Server ISP2100 = S8700 Media Server DL380G3 = S8710 Media Server DL385 = S8720 Media Server
054716s	Administration, H.323 IP, Networking, Circuit Packs	It is improperly possible to administer a TN2602 circuit pack in a network region using incompatible values for the UDP minimum and maximum port ranges.	On the ip-network-regions form, set the UDP minimum and maximum port ranges to 2048 and 2175 respectively. These values conform to the requirements for the TN2602 circuit pack.
054678s	Maintenance	Repeating the command 'test ds1-loop cpe' by typing 'R' or pasting text at the command prompt does not work.	Type the command manually.

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054573s	Coverage, Forwarding, Media Gateway, Messaging / Voice Mail, QSIG, ISDN, H.248 IP, Vectoring	If Busy Tone Detection is enabled and Direct IP (shuffling) is disabled, an incoming analog trunk call to a vector on a media gateway drops rather than follow a coverage path that goes over a QSIG trunk (for instance, by going to Modular Messaging) if the vector has a collect step after an announcement, and the caller presses digits before the announcement finishes.	Contact your technical support organization and request that they look for the signature of this problem. If the signature is present, request and apply patch 10901 or any later patch that includes 10901. Related document: PSN000597.
054534s	Wireless, Upgrades, Circuit Packs	After an upgrade to Release 3.1 of Communication Manager, The DWBS (DEFINITY Wireless Business System) circuit pack TN789 (Radio Controller) might be out of service.	Busy and release the circuit packs after the upgrade is complete.
054508s	Trunks, Paging, Tones, Blocked/Dropped Calls, Emergency, Messaging / Voice Mail	If the pager number administered as the default on the system-parameters crisis-alert form improperly begins with a numeral (normally, 9) which invokes ARS routing, then a trunk which carries a crisis alert to that number subsequentlycannot properly handle the next crisis alert or any other call using end-to-end DTMF tones to access adjunct capabilities (for example, voice mail).	Do not use the numeral for ARS routing when administering the crisis alert number.
054361s	AAR & ARS, Tones	When a prompt for an authorization code on an AAR trunk call times out, recall dialtone sounds rather than intercept tone.	Supply an authorization code before the prompt times out. Or, if it does time out, disregard the tone; hang up and try the call again.
054244s	Administration, Maintenance, Media Gateway, Media Module, H.248 IP	It is possible to install multiple MM710 T1/E1 Media Modules in a G350 Media Gateway, although the G350 can make use of only one.	Do not install more than one such media module.
054192s	Agent, Call Center	If Maximum Agent Occupancy (MAO) field on the system-parameters features form is set to a value less than 75%, agents who exceed that value cannot receive calls, even if they press an Auto-In or Manual-In button twice to override their percentage. Their state remains Available rather than Aux, and queued calls go to them, but they cannot accept the calls.	Use an MAO value of 75% or higher.
054045s	Busy, Endpoints / Appliances / Telephones	In rare cases, if TTI is in use for BRI endpoints, those endpoint might appear to be out of service. The command 'status station' shows it to be disconnected, and the command 'display alarms' shows that the endpoint has a warning but is in service. Calls to the endpoint receive a busy tone.	Lift the receiver of an affected endpoint to bring it into service.
053524s	Agent, Call Center, Timers	If an agent is using a port that is in a maintenance busy state when timed ACW (After Call Work) mode expires for the agent, the agent does not go to an available state even after the port leaves the maintenance busy state.	Log the agent out and back in.
053163s	Endpoints / Appliances / Telephones, Wireless, Blocked/Dropped Calls	An incoming call with no calling number attached (for instance, where Display is set to No) does not successfully alert a wireless endpoint over an IP trunk.	Reset Display to Yes.
052294s	Endpoints / Appliances / Telephones, Media Gateway, Maintenance, Link, H.248 IP	If a call on a DCP endpoint on a media gateway ends during a media gateway link audit, the endpoint becomes unusable.	Disable test 1524 (the link audit).
052283s	Administration, Routing	An attempt to administer a static route results in that route appearing on the web page even if the administration fails. Moreover, the web page looks as if it allows you to administer no more than 9 static routes.	To clear the erroneous appearance of a static route whose administration fails, re-administer it. To administer 10 or 11 static routes, first administer the 9 visible static routes. The web page then shows that 2 more are available. This is resolved in Release 3.1 of Communication Manager.

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052248s	Media Gateway, Quality of Service, H.248 IP	When a narrow WAN (Wide Area Network) link to a remote office terminates to a G350 or G250 Media Gateway, calls on the media gateway might experience jitter (choppy voice transmission), voice transmission delay, and interrupted voice transmission.	Set the DSCP/CoS values for audio and signaling on the media gateway to 46/6 and 34/7, respectively. To do this, you can: - use the commands 'set qos bearer' and 'set qos signal' on the media gateway; or - set the values on the ip-network-region form for the region containing the media gateway, and then run the command 'set qos control remote' on the media gateway. To see what the local (media gateway) and remote (primary server) values are, and which values are in use, run the command 'show qos-rtcp' on the media gateway.
052044s	Administration, Logins, SNMP	The command ‘change permissions acpsnmp’ might not work.	From the maintenance web pages, shut down the server and then restart it.
052000s	ISDN, QSIG, AAR & ARS, Routing	On an incoming call routed using AAR or ARS Digit Conversion, Call Offer with Path Retention does not succeed.	Do not use AAR or ARS to route incoming QSIG calls.
051973s	Agent, Digital Stations, Call Center, Hunt Group	If a 2420 DCP telephone with an Auto-In button administered is a member of a hunt group which has the fields ACD and Queue on the hunt group form set to Yes, and the Auto-Answer field on the station form set to All, then when that telephone logs into the hunt group and presses the Auto-In button, calls to the hunt group answered at that telephone do not appear in the log.	Set Auto-Answer on the station form to ACD.
051872s	QSIG, ISDN, Trunks, Forwarding, Coverage, Blocked/Dropped Calls, Endpoints / Appliances / Telephones	A call over a QSIG trunk to an extension at a remote site that is using call forwarding off the net disconnects 7 seconds after it is answered.	Contact your technical support organization. Request and apply patch 10313 or any later patch that includes 10313. This is resolved in the service pack for Release 2.2.2 of Communication Manager. Related document: PSN000548.
051675h	ISDN, Modem, Media Gateway, Blocked/Dropped Calls, H.248 IP	On a G350 or G250 Media Gateway, an ISDN Multitech modem (IWAY version 3.34L of MTA128NT) goes out of service while operating at 230Kb/sec full duplex after transmitting packets of about 64 bytes or smaller for a few minutes, or after about half an hour of transmitting voice traffic.	Reboot the modem. You can reduce the frequency of this issue by avoiding the use of the modem for routing VoIP bearer traffic. Watch for a newer version of MTA128NT from Multitech that remedies this issue.
051490s	Administration, Maintenance	If you are working in Communication Manager via a Web browser at about 4:00 AM, the browser might stop working. This results from a rare race condition during automatic rotation of log files at 4:02 AM.	Contact your Technical Services Organization to check and restart the web services. To avoid this situation, do not work in Communication Manager via a Web browser between 4:00 AM and 4:05 AM. Related document: PSN000355.
050885s	ISDN, QSIG, MWI (Message Waiting Indicator), Messaging / Voice Mail	A message left for a Communication Manager endpoint using Tenovis C3000 Voice Mail via a Tenovis I55 server does not activate the recipient's MWI if the Voice Mail is administered to report messages waiting for 'telephony'.	Configure the Voice Mail to report messages waiting for 'all services'.
050726s	Conference, Tones, Endpoints / Appliances / Telephones	An endpoint conferenced to a call in silent listener mode cannot hear DTMF tones on that call.	Conference the endpoint in normally rather than using silent listener mode.
045049s	License	If you attempt to load a license file while Communication Manager is in night mode, you receive the message Command Failed; License Not Compatible With System Configuration.	Take Communication Manager out of night mode before loading the license file. Related document: PSN000149.
033854s	Maintenance, Firmware Download, File Transfer	An endpoint which reports that it already has a given release of its firmware does not accept an attempt to download the same firmware again, regardless of the download status reported on the firmware station-download form.	To re-download a given release of firmware to an endpoint that already has that firmware, first download a different release, and then download the desired release.

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033556s	IP Networking, Tones, H.323 IP, Trunks, SIP	On a call from an H.323 IP telephone over an IP (H.323) or SIP trunk, if the DTMF method for the trunk's signaling group is set to 'in-band' or 'in-band-g711', DTMF tones cannot be sent to the far end.	Set the method of DTMF for the signaling group to 'rtp-dtmf-payload'.
033095s	Endpoints / Appliances / Telephones, Blocked/Dropped Calls, QSIG, ISDN	A QSIG trunk call that invokes path replacement (in a transfer) or diversion (in being forwarded off-net) drops if it exceeds the administered CAC (Call Admission Control) bandwidth limit.	Disable path replacement for CAC-constrained links that are likely to exceed the allowable bandwidth.
030208s	System Resets, Upgrades, Endpoints / Appliances / Telephones	A DCP endpoint associated with IP Softphone cannot dial after an upgrade or a reset system 3, 4, or 5.	On the station form for the DCP endpoint, set the port to be "DCP Port". Alternatively, if TTI (Terminal Translation Initialization) is enabled, do a TTI or PSA (Personal Station Access) associate. Related document: PSN000087.
025337s	Maintenance, Modem	When someone is logged in via the modem, no one can use the command 'testinads' or 'testmodem', because the modem is busy.	Schedule the command to run later via the Linux shell, using the command 'at'. For instance: at now + 3 minutes at> testinads at> ^d
025227s	Administration, Maintenance, Circuit Packs	If you use the command 'reset board' on a slot that is unadministered and physically empty, the system appears to accept the command, and can take several minutes before it eventually returns a test failure.	Do not use the command 'reset board' on an empty slot.
022137s	Maintenance, File Transfer	Data backed up to a DOS-based ftp server is not visible via the web menu option View Restore Data.	Look for information about backups to that server under the web menu option View Backup Log.
022021s	Maintenance, Alarms, Media Gateway, H.248 IP	An alarm LED remains on, indicating a problem with the G700 media gateway even though no problem condition exists.	If the LED remains on even after you verify that no alarms are present, check that the LED panel board is correctly seated.
021967s	Endpoints / Appliances / Telephones, ISDN, H.323 IP, Trunks, Media Gateway, Blocked/Dropped Calls, H.248 IP	When a Remote Access call comes in over an ISDN trunk rather than an IP (H.323) trunk, and goes back out of the media server to an endpoint connected via a CO trunk in a G700 media gateway, the connection to the endpoint fails.	Administer Remote Access calling not to use ISDN trunks.
021923s	Reliability, Maintenance, LSP, Upgrades, Registration	When the primary controller is upgraded, the endpoints unregister from the primary controller and can potentially register with a local survivable process (LSP).	Shut down all LSPs before upgrading the primary controller.
021533h	IP Networking, Maintenance, Media Gateway, File Transfer, H.248 IP	If an Embedded Web image has been downloaded to the P330 in the G700 media gateway, the version in bank A (where that image resides) appears as 0.0.0.	To see the version number of the Embedded Web image, use the 'dir' command. Look at the version number for the EW_Archive.
021530s	Administration, Reliability, Endpoints / Appliances / Telephones, LSP, Displays	When an LSP (local survivable process) in a time zone different from its primary server takes over call processing, the time displayed on the telephones is inaccurate.	Administer the LSP to be in the same time zone and have the same time as the primary server. In the web pages on the LSP, set the time zone and time accurately.
021314s	Call Center, Service Observing, Buttons, Talkpath	When a local service observer is in listen/talk mode and presses the VDN of Origin Announce (VOA) button, the observer's talkpath might be lost. When this occurs, the Service Observing button still flashes as if it is still in listen/talk mode.	To recover the talkpath, the service observer can toggle the Service Observing button to Listen Only and then back to Listen/Talk.

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021127h	Networking, Call Center, Trunks, Media Gateway, H.248 IP	When a caller hangs up on a call using an analog trunk on a G700 media gateway, the trunk used for that call might be idled before the network returns a disconnect confirmation from the other end of the call. If the trunk is carrying a high call rate, as in a call center, there is risk of re-using that trunk before it is actually available.	Increase the Incoming Glare Guard and Outgoing Glare Guard timers on the central office trunk group form.
020442s	Administration	To update a server's configuration, you must go through the entire list of items in the Configure Server web pages to find the desired item to change.	Go through the list.